

ONLINE EXIT EXAM

FAQ FOR STUDENTS

Alert messages, its reasons and corrective actions:

1. Invalid Indos Number:

a). Batch detail was not uploaded by MTI for this Candidate

MTI to ensure Candidate batch details are been uploaded in DGS E Governance portal as per the latest Instruction from DGS circulars. In case of delayed batch details uploading, or server issues, then MTI has to send the details to email: 'technical@dgsexam.in. Then refresher shall be initiated.

2. You are not authorized:

a). This candidates is not due for any exam

Candidates those who are not due to write exams will not be permitted

b). MTI did not make payment to the this Candidate

MTI has to make the payment. In the cases of Candidate fails, or logging out due to minimising window or browsing other window or trying to change the person in between the exam, the exam result will be 'Fail'. In this case on the next day, MTI has to make the payment, then only the Candidate can re-write the exam. Total three attempts shall be given for re-writing, with this same procedure. After third attempt, the Candidate has to do the course again with the MTI and the MTI has to upload the batch details and follow the further processes.

c). Candidate is trying to login other than un authorised time

Candidates are allowed only between 9am till 5 pm

d). Candidate is trying to write exam within the course completion date

Candidates can only write the exam on the last of the course or within one month from the completing of the course. During the course days, Candidate cannot write the exam.

3. Already login in some other machine:

a) Candidate is trying to log in with two or more machines

At a time only one machine log in is allowed

4. You are logged out from this session:

- a) Candidate had tried to browse other window during the exam

This activity is not allowed

- b) Candidate had minimised the exam window during the exam

This activity is not allowed

5. Photo mismatch. Please contact MTI for further details:

- a) Photo taken is not matching with the photo of INDOs details

MTI / Candidate should ensure their recent photo is been uploaded / available with the INDOs.

Or the lighting is not sufficient

Or the Candidate was not looking a the screen during the exam

Or the camera is not focusing at the Candidate

Or Candidate has tried for image malfunctioning

- b) Wrong person is trying to write the exam

Other than actual candidate no other person is permitted to write the exam

6. Looks like your internet connection was lost, please wait while we try to re connect:

- a) Internet failure

Up to five minutes internet failure is allowed. During this allowed 'Session out' screen will freeze. Whenever internet resumes, freezing will be removed and Candidate can continue the exam.

If the 'Session out' is more than five minutes, then log out will happen.

7. You have kept the browser window idle for a long time:

- a) Candidate has kept the screen idle for more than 5 minutes.

Candidate should not keep the screen idle

8. Close your screen sharing application _____

- a) Candidate is running screen sharing application as mentioned in the message

Candidate has to close all the screen sharing applications, then only system will allow to proceed for exam

9. You are violated Exam. Result PASS:

a) During the exam student violated security reason and therefore exam terminated. But before violations, student has completed required pass mark criteria

Do not violate exam security features

10. Try your log in after 30 minutes:

a) Candidate has logged in and closed the browser button without continuing exam

Security features are enabled during entire period of exam. Candidate should not close the browser. If by mistake closed, then student is permitted to write the exam after 30 minutes.

